

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	<b>Effective Date: 03/01/2007</b>
SUBJECT: Financial Management	SECTION: FM 1.3

**SUBTITLE: Claims Processing Training**

**POLICY:**

It is the policy of CRSA to ensure that the CRS Regional Contractor's personnel are trained to process CRS claims/encounters.

**PROCEDURE:**

- 1) CRSA Claims Processing Training:
  - a) CRSA shall maintain a claims processing curriculum to be made available to the CRS Regional Contractors claims processing personnel and CRSA staff involved with claims and/or encounters. This training will be offered through CRSA. The curriculum shall include the following:
    - i) Explanation of AHCCCS PMMIS screens relevant to claims adjudication, reference, recipient eligibility, and correction of pended encounters; and
    - ii) CRS Claims Dispute Policy.
  - b) The CRSA training shall include the title/topic of training, presentation medium, date of training, site location, pre-tests/post-tests, and if applicable, activity sheets information and quizzes.
  - c) CRSA shall maintain and review post-tests and quizzes to verify the individual's comprehension of the training information provided.
  - d) If CRSA identifies any post-test or quiz score less than 85%, CRSA shall require the individual(s) to receive additional training.
  - e) CRSA shall review the AHCCCS Claims Clues and Encounter Keys publications for any changes that may affect the claims and/or encounter processes of the CRS program and monitor the CRS Regional Contractors' encounter submissions to ensure implementation of any processing changes identified.
  - f) CRSA shall notify Contractors of any changes that apply to the processing of Claims/Encounters based on updates due to changes in laws, regulations, or contractual requirements.
- 2) CRS Regional Contractor Claims Training Review:
  - a) CRSA shall review CRS Regional Contractor claim and encounter processing staff personnel records at the Annual Administrative Review



- for claims and encounter processing training and experience. Findings shall be included in the CRSA Annual Administrative Review report.
- b) CRSA shall review the CRS Regional Contractors Claims Training Logs:
    - i. To ensure that all components of the reports are complete.
    - ii. For the topics, facilitators, training hours, and any applicable certifications of the claims training sessions provided to verify claims and encounter processing staff are receiving regular and up to date training in claims adjudication.
    - iii. Based on the information presented on the training logs, CRSA shall take additional steps, if necessary to ensure all claims and encounter processing staff are receiving appropriate training.
  - c) CRSA shall review the CRS Regional Contractor's copies of the AHCCCS Claims Clues and Encounter Keys publications and the sign-off distribution lists at the Annual Administrative Review to verify there are no missing copies of publications and that current claims processing staff have signed the distribution list.
  - d) CRSA shall request the CRS Regional Contractors to provide a sample (as defined by the CRSA Research Analyst) of claims for review during the annual CRSA Annual Administrative Review. CRSA shall review these claims to verify that any major changes in the AHCCCS Claims Clues and Encounter Keys publications that affect claims processing in the CRS program have been implemented.
  - e) CRSA should review monthly encounters rejected and any pending reports to verify requested changes were implemented. CRSA shall take additional steps, if necessary, to ensure the Contractors implement changes as identified.

Approved:  CRSA Administrator	Date: <u>2/23/07</u>
The Primary Position of Responsibility for this policy is the Office for Children With Special Health Care Needs Users are encouraged to suggest improvements regarding this policy and procedure.	